FINANCE INDIA
© Indian Institute of Finance
Vol. XXXV No. 2, June 2021
Pages – 577 - 600

Effective Intervention & Workplace Wellness of Healthcare Providers: Perspective from Odisha¹

MITALI DAS MOHAPATRA*
IPSEETA SATPATHY**
B.C.M. PATNAIK***

Abstract

This research tries to explore the factors that are responsible for causing physical or emotional stress among the HCW's and investigates further to understand the immediate intervention taken by the authorities for the pandemic management. Thirty doctors, five nurses and five medical superintendents currently working under different designated Covid hospitals of Odisha were interviewed and their responses categorized under three broad themes: Risk reduction measures adopted while screening and treatment of the patients, Psychological status of the HCW's and measures adopted for the wellness of HCW's. The research suggested more numbers of doctors must be appointed; a committee must be set in all Covid treating hospitals with a nodal officer to look into several activities like the adequate supplies of medical equipment's, time to time training provided to the HCW's with updated SOP's, make aware with rare case scenarios in order to have experience in treating the other patients and to practice self-care among the HCW's to keep them stress free.

I. Introduction

COVID-19, WHICH CREATED havoc to the entire mankind was first detected in Wuhan city of China. This typical virus left a pause causing severe health and economic issues. Symptoms like high fever, throat pain, body ache, shortness of breath and weakness led to this infection. (Lai, Shih, Ko, Tang and Hsueh, 2020) The most serious concern about this virus is that it was transmissible via droplets or direct contact. (Zhiliang Hu et.al, 2020) Hence masks and sanitizers were advised to bring into usage to avoid getting infected. Covid-19 being a health emergency was declared as a pandemic by World Health Organization (WHO) in January 2020. (WHO, 2020).

- 1 Presented at IIF International Research Conference and Summit (25th July, 2020).
- * Doctoral Scholar, KIIT (Deemed to be University), School of Management, Campus 07, Bhubaneswar, Odisha 751024, INDIA
- ** Senior Professor, KIIT (Deemed to be University), School of Management, Campus 07, Bhubaneswar, Odisha 751024, INDIA
- *** Professor, KIIT (Deemed to be University), School of Management, Campus 07, Bhubaneswar, Odisha 751024, INDIA

Submitted July 2020; Accepted March 2021

598 Finance India

References

- Arain, S., R. Thalapparambath and Al F.H. Ghamdi, (2020), "COVID-19 Pandemic: Response plan by the Johns Hopkins Aramco Healthcare Inpatient Pharmacy Department", Research in Social and Administrative Pharmacy
- Auerbach, J., and B.F. Miller, (2020), "COVID 19 exposes the cracks in our already fragile mental health system", *Journal of Public Health*, Vol. 110 No.7, pp. 969-970
- Banerjea, A., (Ed.), (2020), "Govt launches "Aarogya Setu, a coronavirus tracker app: All you need to know", Retrieved May 12, 2020
- Banerjee, D. and P. Bhattacharya, (2020), "Pandemonium of the pandemic": Impact of COVID-19 in India, focus on mental health", *Psychological Trauma: Theory, Research, Practice, and Policy*, Vol. 12, No. 6, pp. 588
- Banerjee, D., (2020), "How COVID-19 is overwhelming our mental health" Nature India.
- Binder, P.E., H. Holgersen and C. Moltu, (2012), "Staying close and reflexive: An explorative and reflexive approach to qualitative research on psychotherapy", *Nordic Psychology*, Vol. 64, No. 2, pp. 103–117
- Chatterjee, P., N. Nagi, A. Agarwal, B. Das, S. Banerjee, S. Sarkar, R.R. Gangakhedkar, (2020), "The 2019 novel coronavirus disease (COVID-19) pandemic: A review of the current evidence", *Indian Journal of Medical Research*, Vol. 151, pp. 147–159
- Chatterjee, P., "Gaps in India's preparedness for COVID-19 control", *Lancet Infect Dis* 2020; Vol. 20, No. 5, pp. 544
- Chew, N.W., G.K. Lee, B.Y. Tan, M. Jing, Y. Goh, N.J. Ngiam and V.K. Sharma, (2020), "A multinational, multicentre study on the psychological outcomes and associated physical symptoms amongst healthcare workers during COVID-19 outbreak", *Brain, Behavior, and Immunity*, Vol. 88, pp. 559-565
- Chew, N.W., J.N. Ngiam, B.Y.Q. Tan, S.M. Tham, C.Y.S. Tan, M. Jing and V. K. Sharma, (2020), "Asian-Pacific perspective on the psychological well-being of healthcare workers during the evolution of the COVID-19 pandemic", *BJPsych open*, Vol. 6, No. 6
 - Chudhary V., (2020), "Addressing anxiety about Corona Virus (COVID 19)"
- Clarke, V. and V. Braun, (2009), "Editors' Introduction: Is the Personal Pedagogical? Sexualities and Genders in the Higher Education Classroom", Feminism & Psychology, Vol. 19, No. 2, pp. 175–180
- Dewey, C., S. Hingle, E. Goelz and M. Linzer, (2020), "Supporting clinicians during the COVID-19 pandemic", *Annals of Internal Medicine*, Vol. 172, No. 11, pp. 752-753
- Feinstein, R.E., S. Kotara, B. Jones, D. Shanor and C.B. Nemeroff, (2020), "A health care workers mental health crisis line in the age of COVID 19", *Depression and Anxiety*, Vol. 37, No. 8, 822-826
- Feng, S., C. Shen, N. Xia, W. Song, M. Fan, B.J. Cowling, (2020), "Rational use of face masks in the COVID-19 pandemic *Lancet Respiratory, Medicine*", Vol. 8, No.5, pp. 434-436
- Floor W., (2018), "Studies in the History of Medicine in Iran", Mage Publishers, Odenton, Maryland

- Godlee, F., (2020), "Protect our healthcare workers", BMJ, M1324
- Gomersall, C.D., D.Y. Tai, S. Loo, J.L. Derrick, M.S. Goh, T.A. Buckley and L.B. Lee, (2006), "Expanding ICU facilities in an epidemic: recommendations based on experience from the SARS epidemic in Hong Kong and Singapore", *Intensive Care Medicine*, Vol. 32, No. 7, pp. 1004-1013
- Hodge, Jr, J.G., L.A. Gable and S.H. Cálves, (2005), "Volunteer health professionals and emergencies: assessing and transforming the legal environment", *Biosecurity and Bioterrorism: Biodefense Strategy, Practice, and Science*, Vol. 3, No. 3, pp. 216-223
- Hu, Z., C. Song, C. Xu, G. Jin, Y. Chen, X. Xu and H. Shen, (2020), "Clinical characteristics of 24 asymptomatic infections with COVID-19 screened among close contacts in Nanjing, China", *Science China Life Sciences*, Vol. 63, No. 5, pp. 706-711
- Jacob, J., V.R. Vijay, A. Issac, S. Stephen, M. Dhandapani, V.R. Rakesh, and T.M. Arun, (2021), "Factors associated with psychological outcomes among frontline healthcare providers of India during COVID-19 pandemic", *Asian Journal of Psychiatry*, Vol. 55, pp. 1025-1031
- Jha, D.N., (2020), "2,000 Delhi health workers Covid-infected, 18 dead", Times of India
- Kisely, S., N. Warren, L. McMahon, C. Dalais, I. Henry and D. Siskind, (2020), "Occurrence, Prevention, and Management of the Psychological Effects of Emerging virus Outbreaks on Healthcare Workers: Rapid Review and meta-analysis", BMJ, 369
- Lai, J., S. Ma, Y. Wang, Z. Cai, J. Hu, N. Wei, J. Wu, H. Du, T. Chen, R. Li, H. Tan, L. Kang, L. Yao, M. Huang, H. Wang, G. Wang, Z. Liu and S. Hu, (2020), "Factors associated with mental health outcomes among health care workers exposed to coronavirus disease 2019", *JAMA Network Open*, Vol. 3, No. 3
- Littman, R.J., (2009), "The plague of Athens: epidemiology and paleopathology", Mount Sinai Journal of Medicine: A Journal of Translational and Personalized Medicine: A Journal of Translational and Personalized Medicine, Vol. 76, No. 5, pp. 456-467
- Liu, Q., D. Luo, J.E. Haase, Q. Guo, X.Q. Wang, S. Liu and B.X. Yang, (2020), "The experiences of health-care providers during the COVID-19 crisis in China: a qualitative study", *The Lancet Global Health*, Vol. 8, No. 6
- McNally, R.J., R.A. Bryant and A. Ehlers, (2003), "Does early psychological intervention promote recovery from posttraumatic stress?", *Psychological Science in the Public Interest*, Vol. 4, No. 2, pp. 45-79
- Mitchell, A., T.E.R.E.S.A. Cummins, N.A.T.A.L.I.E., Spearing, J. Adams and L. Gilroy, (2002), "Nurses' experience with vancomycin-resistant enterococci (VRE)", Journal of Clinical Nursing, Vol. 11, No. 1, pp. 126-133
- Montemurro, N., (2020), "The emotional impact of COVID-19: from medical staff to common people Brain Behaviour", *Immunity*, Vol. 87, pp. 23-24
- Morrison, A.L., U. Beckmann, M. Durie, R. Carless and D.M. Gillies, (2001), "The effects of nursing staff inexperience (NSI) on the occurrence of adverse patient experiences in ICUs", Australian Critical Care, Vol. 14, No. 3, pp. 116-121
- Neto, M.L.R., H.G. Almeida, J.D.A. Esmeraldo, C.B. Nobre, W.R. Pinheiro, C.R.T. de Oliveira and C.K.T. Lima, (2020), "When health professionals look death in the eye: the mental health of professionals who deal daily with the 2019 Coronavirus outbreak", *Psychiatry Research*, Vol. 288, 112972

600 Finance India

Piquette, D., S. Reeves and V.R. LeBlanc, (2009), "Stressful intensive care unit medical crises: How individual responses impact on team performance", *Critical care Medicine*, Vol. 37, No. 4, pp. 1251-1255

- Pulla, P., (2020), "Covid-19: India imposes lockdown for 21 days and cases rise", BMJ, 368: m1251
- Rockwell, K.L. and A.S. Gilroy, (2020), "Incorporating telemedicine as part of COVID-19 outbreak response systems", *Am J Manag Care*, Vol. 26, No. 4, pp. 147-148
- Ruderman, C., C.S. Tracy, C.M. Bensimon, M. Bernstein, L. Hawryluck, R. Zlotnik-Shaul, et al., (2006), "On pandemics and the duty to care: whose duty? Who cares?", *BMC Medical Ethics*, Vol. 7, No. 1, pp. 1-6
- Saegert, S.C., S. Klitzman, N. Freudenberg, J. Cooperman-Mroczek and S. Nassar, (2003), "Healthy housing: a structured review of published evaluations of US interventions to improve health by modifying housing in the United States, 1990-2001", American Journal of Public Health, Vol. 93, No. 9, pp. 1471-1477
- Sani, G., D. Janiri, M. Di Nicola, L. Janiri, S., Ferrati, and D. Chieffin, (2020), "Mental Health during and after COVID 19emergency in ItalyPsychiatry Clin", Neorosci.
- Saraya, A., (2020), "Indian response to COVID-19: expertise and transparency", *Indian Journal of Public Health*, 2020; Vol. 64, No. 6, pp. 243
- Shanafelt, T., J. Ripp and M. Trockel, (2020), "Understanding and addressing sources of anxiety among health care professionals during the COVID-19 pandemic", *Jama*, Vol. 323, No. 21, pp. 2133-2134
- Singh, R. and R. Adhikari, (2020), "Age-structured impact of social distancing on the COVID-19 epidemic in India", arXiv Preprint arXiv: 2003, 12055
- Taubenberger, J.K. and D.M. Morens, (2006), "1918 Influenza: the mother of all pandemics", *Revista Biomedica*, Vol. 17, No. 1, pp. 69-79
- Usher, K., J.Durkin and N. Bhullar, "The COVID-19 pandemic and mental health impacts", *Journal of Mental Health Nursing*, 2003
- Voo, T.C. and B. Capps, (2010), "Influenza pandemic and the duties of healthcare professionals", *Singapore Medical Journal*, Vol. 51, No. 4, pp. 275-281
- Wang, C., R. Pan, X. Wan, Y. Tan, L. Xu, C.S. Ho and R.C. Ho, (2020), "Immediate psychological responses and associated factors during the initial stage of the 2019 coronavirus disease (COVID-19) epidemic among the general population in China", International Journal of Environmental Research and Public Health, Vol. 17, No. 5, pp. 1729
- WHO, Statement on the Second Meeting of the International Health Regulations, (2005), "Emergency Committee Regarding the Outbreak of Novel Coronavirus (2019-nCoV); WHO, Geneva, Switzerland, 2020